

## **GODALMING COLLEGE COMPLAINTS PROCEDURE**

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The College aims to offer the best possible standards of education and student guidance to its students and a high degree of efficiency in the administration of all related services. If you are not happy with any aspect of the service we offer you are entitled to complain. These procedures provide the framework for enabling complaints to be dealt with fairly and efficiently.

### **Key Principles**

Complaints from whatever quarter and of whatever kind will be dealt with:-

*Promptly* – the College response to the complaint will be made within a reasonable period of time.

*Objectively* – those investigating the complaint will take into account the views of all concerned and weigh up all relevant evidence carefully.

*Confidentially* – any party's reasonable entitlement to confidentiality will be honoured.

*Fairly* – if action is required it will be as appropriate given the nature of the issue and in accordance with the general procedures and policies of the College.

### **General Complaints and Concerns**

#### *Students*

- If you are unhappy with any aspect of your course or education at the College you should raise the matter directly with the member of staff concerned in the first instance.
- If for any reason this is inappropriate or difficult in some way you should take the matter to your Personal Tutor or a more senior member of staff e.g. Head of Department, Senior Tutor, Director of Faculty.
- Whoever you raise your concerns with will ensure that action is taken at an appropriate level to resolve the issue in a satisfactory and reasonable manner in accordance with the key principles above.

#### *Parents, employers, members of the local community*

- If you are unhappy with any aspect of the education or service provided at the College you can raise the matter with an appropriate member of staff. Whoever you raise your concerns with will ensure that action is taken to resolve the issue in a satisfactory and reasonable manner in accordance with the key principles above.

### **More Serious Complaints and Concerns**

It should be possible to resolve most complaints informally using the approach above. If complaints cannot be settled through a more informal route or are of a sufficiently serious nature in the first place, this should be brought to the Principal's attention in writing setting out the nature of the problem. The following procedures will then apply:-

- The complaint will be acknowledged within one week of its receipt.
- The Principal will assess the nature of the complaint and delegate an appropriate member or members of staff to investigate the matter in accordance with the key principles above, and independently of the Principal.
- A response to the complaint based on the investigation will be sent within three weeks of the receipt of the matter being raised outlining any specific actions which may be appropriate.
- If the complainant remains dissatisfied then he/she may appeal directly in writing to the Principal.
- Records will be kept of all written complaints to the Principal.

### **Appeal Procedure**

- The Principal will reconsider the matter directly himself in accordance with the key principles above.
- A formal response to the appeal will be issued within three working weeks of the receipt of the appeal.
- The decision of the Principal is final